

**GENERAL SERVICES ADMINISTRATION
Federal Acquisition Service
Authorized Federal Supply Schedule Price List**

Online access to contract ordering information, terms and conditions, up-to-date pricing and the option to create an electronic delivery order is available through GSA Advantage!, a menu-driven database system. The Internet address for GSA Advantage! is: <http://www.GSAAdvantage.gov>

Schedule for - Management, Organizational and Business Improvement Services (MOBIS)

Federal Supply Group: 874
Contract Number: GS-10F-0076V
Contract Period: January 29, 2009 through January, 2014

Contractor:	KnowledgeBank, Inc. 1481 Chain Bridge Road, Suite 201 McLean, VA 22101	Business size: Small Business
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Telephone: (703) 448-8070
FAX Number: (703) 448-8465
Web Site: www.knowledgebank.us.com
E-mail: kantler@knowledgebank.us.com
Contract Administrator: Kevin Antler, President & CEO

For more information on ordering from Federal Supply Schedules click on the GSA Schedules button at <http://www.gsa.gov>

CUSTOMER INFORMATION:

- 1a. **Table of Awarded Special Item Number(s):** 874-1
- 1b. **Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract.** N/A
- 1c. **Hourly Rates:** See page 7 of this pricelist.
- 2. **Maximum Order:** \$1,000,000.00
- 3. **Minimum Order:** \$300.00
- 4. **Geographic Coverage (Delivery Area):** Domestic only.

5. **Point(s) of production (city, county, and state or foreign country):** Same as company address.
6. **Discount:** Stated prices are net government prices.
7. **Quantity Discounts:** None
8. **Prompt payment terms:** Net 30 days
- 9a. **Notification that Government purchase cards are accepted at or below the micro-purchase threshold:** Government purchase cards are accepted above the micro-purchase threshold.
- 9b. **Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold:** Government purchase cards are not accepted above the micro-purchase threshold.
10. **Foreign Items (list items by country of origin):** None.
- 11a. **Time of Delivery:** As specified on the Task Order.
- 11b. **Expedited Delivery:** Contact contractor for items available for expedited delivery.
- 11c. **Overnight and 2-day Delivery:** Schedule customer may contact the Contractor for rates for overnight and 2-day delivery.
- 11d. **Urgent Requirements:** Schedule customer may contact the Contractor to effect faster delivery under the Urgent Requirements clause.
12. **F.O.B. Point(s):** Destination
- 13a. **Ordering Address(es):** Same as company address
- 13b. **Ordering Procedures:** For supplies and services, the ordering procedures, Information on Blanket Purchase Agreements (BPA's), are found in Federal Acquisition Regulation (FAR) 8.405-3.
14. **Payment Address(es):** Same as company address.
15. **Warranty Provisions:** Contractors standard commercial warranty.
16. **Export Packing Charges (if applicable):** N/A

17. **Terms And Conditions Of Government Purchase Card Acceptance (Any Thresholds Above The Micro-Purchase Level):** Contact Contractor.
18. **Terms And Conditions Of Rental, Maintenance, And Repair (If Applicable):** N/A
19. **Terms And Conditions Of Installation (If Applicable):** N/A
20. **Terms And Conditions Of Repair Parts Indicating Date Of Parts Price Lists And Any Discounts From List Prices (If Applicable):** N/A
- 20a. **Terms And Conditions For Any Other Services (If Applicable):** N/A
21. **List Of Service And Distribution Points (If Applicable):** N/A
22. **List Of Participating Dealers (If Applicable):** N/A
23. **Preventative Maintenance (If Applicable):** N/A
- 24a. **Special Attributes Such As Environmental Attributes, (e.g., Recycled Content, Energy Efficiency, And/Or Reduced Pollutants):** N/A
- 24b. **Section 508:** If applicable, Section 508 compliance information on the supplies and services in this contract are available in Electronic and Information Technology (EIT) by contacting contractor. The EIT standard can be found at: www.Section508.gov/.
25. **Data Universal Numbering System (DUNS) Number:** 132498200
26. **Notification Regarding Registration In Central Contractor Registration (CCR) Database:** Registered

CONTRACTOR INFORMATION:

KnowledgeBank is an award-winning provider of human capital management, organizational effectiveness and learning services to organizations in the government, commercial and nonprofit sectors. Our clients include Federal agencies, state and local governments, Fortune 500 firms, small-to-mid sized companies and nonprofits. We specialize in services that cover the entire spectrum of organizational effectiveness, human capital management and learning solutions to include organizational assessment and development; workforce and succession planning; talent management and development; process evaluation and reengineering; change management and communications; strategic planning and implementation support; learning strategy and instructional systems design; executive and career coaching and mentoring; leadership development; human capital business process assessments; pay and performance management; and survey design and administration.

We deploy an integrated team of seasoned business professionals and former government executives to manage all of our engagements, where we function in the roles of trusted advisors to our Federal and commercial leaders. Our relationships with executives across Cabinet level agencies provide our customers with access to successful practices and lessons learned that inform ongoing efforts to improve efficiency and effectiveness.

A representative list of our services is below or you can visit our website at www.knowledgebank.us.com.

ORGANIZATIONAL EFFECTIVENESS

- **Strategy Development and Execution**
KnowledgeBank believes that good management starts with a strategy. We help government agencies set the goals, strategies and performance measures to chart the course for success and ensure proper cascading and alignment from agency strategy to business strategy to personnel performance plans.
- **Organizational Assessments and Program Analysis**
Whether it's a large, multiple location government agency with field offices in various parts of the country, or a functionally-oriented program office, KnowledgeBank has led successful assessments that result in the identification of:
 - Strengths and strategies to formalize and leverage successful practices across the organization
 - Areas that require improvement, and the causal relationship between current processes and systems and the resulting performance outcomes
 - Obstacles to goal achievement
 - Recommendations and strategies to improve performance
- **Change Management and Implementation Framework Development and Execution**

Even when improvement strategies make sense, it can be difficult for Federal personnel to absorb the additional workload required to execute them. KnowledgeBank understands that today's Federal government workforce and is prepared to work with you in a variety of ways to:

- Develop change management frameworks that ensures cultural and change readiness elements are in place to successfully achieve goals
 - Design and deliver communication strategies that appropriately inform stakeholders of goals, strategies, anticipated impact, and progress against milestones
 - Augment resources dedicated to implementing improvement strategies
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- Customer Relationship Management
One of the most important goals for any organization is the achievement of total customer satisfaction. KnowledgeBank can help you reach that goal by designing and embedding relationship management strategies that synthesize customer-focused information into actions that continuously improve service.

 - Administration Transition Support
Confusion often characterizes a transition to a new Administration, hindering the president-elect's ability to select a leadership team, adjust the budget, and to formulate program and policy initiatives. The KnowledgeBank team can help agencies navigate a smooth transition and ensure stability and continuity of leadership, while placing leaders in solid position to advise political appointees. Services we provide in this area include:
 - Developing and / or maintaining an existing Transition Plan
 - Facilitating Transition activities
 - Conducting Transition workshops

 - Leadership & Organization Development
The quality of an organization's leadership has never been so important. The gaps created at the knowledge worker level by today's aging workforce are resulting in a real crisis for tomorrow's government organization. The challenge? How do we replace the talent and knowledge? Technology will continue to play an important role, as will work and process redesigns. However, strong leadership continues to remain at the core of any successful organization. KnowledgeBank's world-class team of Leadership Development professionals can help you design and implement the programs and strategies that can keep your organization on the competitive cutting edge. Our services in this area include:
 - Leadership assessment
 - Leadership team development
 - Executive coaching
 - Conflict resolution and management

HUMAN CAPITAL CONSULTING

- Performance Management

Results based performance has become an integral part of agency missions and objectives and employee performance is a critical piece of achieving these results. KB works with clients to understand how results drive an organization and work to ensure that employee performance is supported by a strong performance management system. KB can help agencies build successful performance management system by:

- Developing a strategic plan that identifies and focuses attention on the most important goals, objectives and outcomes the organization seeks to achieve
- Designing performance objectives that are specific, measurable, aligned, realistic and time sensitive (or SMART)
- Establishing a clear line of site between employee objectives and organizational goals
- Developing an implementation strategy and plan which includes a communications segment, a training segment and a roll-out segment

- Alternative Pay Systems

Many federal agencies have implemented alternative pay systems designed to reward employee performance and a number have taken steps to implement programs. The notion of pay for performance has long been a standard in the private sector and agencies are taking steps to improve current systems or prepare for a move to a pay for performance system. KB has conducted numerous assessments of alternative pay systems, conducting studies and analyses on their effectiveness and compliance with applicable guidelines. In developing and managing alternative pay systems, KB can help you:

- Create a performance management process is perceived to be fair and provides equitable treatment of employees covered under the process
- Design and deliver a communications strategy to all stakeholders that provides a clear understanding of the processes and sets expectations to minimize potential misunderstandings and ensures the organization's compensation philosophy is clearly understood

- Knowledge Management

The impending exodus of highly skilled and deeply experienced federal workers over the next five to ten years will put a significant strain on the knowledge base of most government agencies. Before these knowledge workers depart, agencies must evaluate the timing and scope of risk they might face. KnowledgeBank can help – our team of experienced business process assessment experts and analysts will provide a comprehensive evaluation of current knowledge gaps, risks and will recommend potential solutions to the challenges of capturing, organizing and disseminating agency-critical information.

- Strategic Talent Management

As agencies develop workforce plans and prepare for a large percentage of its aging workforce to retire, it is critical that they have a talent management strategy for attracting and hiring new staff as well as having a retention strategy for the future workforce. As a new generation moves into the workforce with new views on a work-life balance and different career goals than in the past, it is critical that organizations are prepared to meet not just the demands of the agency and the citizens they serve, but to meet the needs of this new workforce. KB can help you develop a strategic plan for talent management that provides a:

- Clear understanding of the organization's mission and the workforce skills that will be required to carry out that mission today and in the future
- Talent acquisition plan that incorporates diversity hiring, veterans hiring and attracting new staff from non-traditional sources
- Defined on-boarding process which will greatly enhance employee engagement and enhance the employment experience

KnowledgeBank, Inc. offers its services either at the following hourly rates.

KB HOURLY GOVERNMENT PRICE SCHEDULE

Individual Labor Category	GSA Rate w/IFF (\$)
Expert Senior Consultant	247.49
Program Manager	196.06
Project Manager	147.54
Senior Consultant	188.70
Consultant	145.91
Senior Analyst	120.74
Analyst	90.56
Junior Analyst	60.37
Administrative Assistant	38.23

LABOR CATEGORY DESCRIPTIONS

Commercial Job Title: Expert Senior Consultant

Minimum/General Experience: Possesses highly specialized expertise in areas such as Information Technology, Finance, Acquisition Management, Program and Policy Administration, Organizational Development, Strategic Planning, Human Capital Management, etc. Has over 20 years of experience in areas of specialty, is a recognized industry expert, and can cite specific results achieved relative to task at hand.

Functional Responsibility: Serves in an advisory capacity to project team and to the client and provides subject matter expertise in a specialized technical area and in broader management practices.

Minimum Education: A Masters Degree or commensurate work experience is required.

Commercial Job Title: Program Manager

Minimum/General Experience: Most likely a Senior Executive or Principal of the company. Has significant governance experience leading large-scale project and teams. Has at least 15 years of experience in providing leadership and management to ensure the delivery of high quality products and services to large, complex organizations like government agencies or leading commercial businesses. Is well versed in Federal Acquisition Regulations (FAR) and knowledgeable in Fixed Price, Time and Materials and Cost Plus Fixed Fee contract administration. Works closely with Agency Principals or Executives to ensure overall successful performance under multiple task orders.

Functional Responsibility: Responsible for providing overall management and leadership on multiple federal contracts and for guaranteeing successful completion to ensure that performance

standards are met and that major deliverables are provided on time and within budget.

Minimum Education: Has at least a master's degree in a related field (an additional four years of work experience may be substituted for a master's degree).

Commercial Job Title: Project Manager

Minimum/General Experience: Has at least 10 years of experience managing a project staff. Must have at least 10 years of task leader or project manager experience or similar work experience.

Functional Responsibility: Oversees daily project management and project plan implementation. Responsible for ensuring the successful completion of all assigned daily tasks. Proactively seeks to identify potential obstacles that may impact on project goals and takes the necessary action to prevent or resolve problems. Ensures project performance of consulting team members is on schedule. Acts as the company's primary interface with the contracting officer technical representative (COTR) providing updates and progress reports on a regular basis. Project manager is also deeply involved in project / program delivery and as such may also act as a subject matter expert for a particular task.

Minimum Education: Bachelors Degree and / or commensurate work experience.

Commercial Job Title: Senior Consultant

Minimum/General Experience: A proven subject matter expert with at least 15 years of work experience in one or more of the following areas: Organization Development, Change Management, Strategic Planning, Human Capital Investment Strategies, Human Resource Management, Federal Pay Administration, Workforce Planning, Strategic Planning, Conflict Management, Team Building, Process Reengineering and Improvement, Training, Communication Strategy, Competitive Sourcing, or Management Analysis. Is experienced in providing expert level counsel and advice to Federal senior executives. Can facilitate meetings / sessions with varying employee and stakeholder group levels.

Functional Responsibility: Provides senior subject matter expertise and expert level counsel in support of project deliverables.

Minimum Education: Must possess solid professional credentials including at least a master's degree in discipline related to his or her area of expertise. Five additional years of work experience may be substituted for the master's degree.

Commercial Job Title: Consultant

Minimum/General Experience: A proven subject matter expert with at least 8 years of work experience in one or more of the following areas: Organization Development, Change Management, Human Capital Investment Strategies, Human Resource Management, Federal Pay Administration, Workforce Planning, Strategic Planning, Conflict Management, Team Building, Process Reengineering and Improvement, Training, Communication Strategy, Competitive

Sourcing or Management Analysis. Must possess solid professional credentials including at least a master's degree in discipline related to his or her area of expertise. Is experienced in providing consulting support to Federal clients and can facilitate meetings / sessions with varying employee and stakeholder group levels.

Functional Responsibility: Provides subject matter expertise and expert level counsel in support of project deliverables.

Minimum Education: Two additional years of work experience may be substituted for the master's degree.

Commercial Job Title: Senior Analyst

Minimum/General Experience: May be specialized in one or more areas such as cost benefit analysis, data analysis, federal HR and pay administration, management analysis, budget or finance analysis and/or training analysis. Has at least 10 years of directly related work experience.

Functional Responsibility: Collects data, conducts analyses and documents results of data collection and analyses.

Minimum Education: An undergraduate degree in a related discipline.

Commercial Job Title: Analyst

Minimum/General Experience: May be specialized in one or more areas such as cost benefit analysis, management analysis, federal HR and pay administration, data analysis, budget or finance analysis and/or training analysis. Has at least 5 years of directly related work experience

Functional Responsibility: Collects data, conducts analyses and documents results of data collection and analyses.

Minimum Education: An undergraduate degree in a related discipline.

Commercial Job Title: Junior Analyst

Minimum/General Experience: May be specialized in one or more areas such as cost benefit analysis, management analysis, systems analysis, budget or finance analysis and/or training analysis. Has at least 1 year of work experience as a research assistant or similar experience

Functional Responsibility: Collects data, conducts analyses and documents results of data collection and analyses.

Minimum Education: An undergraduate degree in a related discipline.

Commercial Job Title: Administrative Assistant

Minimum/General Experience: Must have at least one year of experience operating independent of direct supervision on routine tasks. Experience in the use of MS Office software is required.

Functional Responsibility: Provides a variety of support services including drafting correspondence and preparing reports. Facilitates the maintenance of senior staff calendars and schedules meetings and conference calls. May be required to make travel arrangements and prepare related travel orders. May function as a records clerk or data entry clerk.

Minimum Education: High School Diploma